

TECHNICAL ASSISTANCE

The Children's Division has technical assistance available throughout the child welfare continuum of services. In the local county offices, the children's service workers have manuals that describe policy and guidelines for specific areas of child welfare practice. Each worker has a supervisor or circuit manager available to guide and consult on specific cases. Contracted consultation services are also available resources for clinical review and service planning. These consultants may also provide additional training on social work practice.

The Children's Division obtained Technical Assistance through the National Resource Centers to assist with statewide activities. Below is a list of the assistance sought during the past state fiscal year:

July 26, 2004 – National Resource Center for Youth Development

Dottie Ansell – Round table held with CEOs of licensed residential child care agencies to identify training needs for children and youth in facilities and the staff working there.

August 18-19, 2004 – National Resource Center for Youth Development

Jean Carpenter Williams – Two day training session in Kansas City to improve child nurturance and safety in licensed residential child care agencies.

August 30-31, 2004 – National Resource Center for Youth Development

Jean Carpenter Williams – Two day training session in St. Louis to improve child nurturance and safety in licensed residential child care agencies.

April 5-6, 2005 – National Resource Center for Organizational Improvement

Linda Arnold and Steve Preister – Two day round table discussion on overview of NRCs; issues related to implementing a T.A. plan; overview of Missouri's PIP and strategies on achieving PIP success.

June 27, 2005 – National Resource Center for Youth Development

Dottie Ansell and Robin Nixon – Facilitation of Chafee Stakeholders Meeting to address strengths and challenges of the Chafee Foster Independence Program.

June 28, 2006 – National Resource Center for Youth Development

Robin Nixon – T.A provided to Independent Living Program (ILP) staff on capacity building of ILP.

Missouri Children's Division Technical Assistance Plan

July 29, 2005

Missouri has identified eight key strategies in which training and technical assistance (T/TA) are needed from the federally-funded Child Welfare National Resource Centers (NRCs) within the next two years. These key strategies compliment the activities within the Program Improvement Plan (PIP) and will help shape practice throughout the child welfare continuum. These strategies were identified by a core group of leadership staff in the Children's Division and the assistance of the Administration for Children and Families (ACF) Regional Office (RO) and the National Child Welfare Resource Center for Organizational Improvement (NRCOI).

The key strategies are as follows:

- Safety across the board.
- Improved family assessments.
- Expanded/enhanced Family Support Team meetings.
- Older youth issues.
- Reinforcing concurrent planning.
- Visitation (worker/parent/siblings).
- Supporting supervisors.
- Recruitment and retention of resource families including relative homes.

While working specifically on these key strategies, there are consistent themes that will be addressed throughout the strategies. These are:

- Ongoing training.
- Supervision, coaching and training.
- Sustainability strategies.
- Use of data in making decisions.
- Use of CQI process.
- Coordination with the Juvenile and Family Courts.

After considering a systemic approach to the key strategies and the activities and timelines outlined in the PIP, the immediate priorities were identified:

1. Assistance in developing a Supervisory Case Review Instrument. This will be used by supervisors on an ongoing basis to enhance both the qualitative and quantitative aspects of case record review.
2. Safety “across the board” technical assistance to enhance the conceptualization of safety and risk throughout our entire child welfare practice.
3. Enhancing worker and supervisory skills, assisting supervisors in coaching and mentoring staff and providing peer-to-peer support.
4. Improved Family Assessments by enhancing staff ability to engage families.
5. Assistance in the development of a public relations document that can be adapted for use in presentations with staff, stakeholders and the public. This presentation will convey the vision and mission of the Children’s Division and the desired outcomes for children and families and will highlight the agency’s priorities and initiatives, including the PIP, how they are integrated and interrelated in achieving these outcomes and how progress will be measured.

The above priorities will be addressed within the next two months, with on-site consultations having begun in June, 2005, and T/TA plans implemented by the end of September, 2005. The draft public relations document as outlined in item 5 has been completed and sent to the state.

In addressing the priorities above, two major TA initiatives have been implemented: 1) an assessment of Safety “across the board” --- policy, practice, procedures and training--- by the National Resource Center for Child Protective Services (NRC CPS) and 2) a supervisors’ work group, facilitated by the NRCOI, which is addressing the development of a supervisory review tool, clinical supervision, and enhancements and supports for supervisors.

To complete the TA strategic plan, the following steps must be taken:

- ☐ The key strategies will be discussed in the supervisors’ work group to get their input on items specific to the field;
- ☐ A second meeting with the Core working group must be held to gather their final input on TA needs and
- ☐ The remaining strategies will then be discussed and negotiated with the NRCOI and the other pertinent NRCs to develop TA plans and timeframes over the next 2 years.

These steps should be completed no later than the end of October, 2005.

The following matrix will be utilized and completed as plans for the T/TA are developed. The tasks outlined on the matrix at this time are those that were identified in the PIP related to TA needs. More detail will be added to the comprehensive strategies after input from the supervisors' work group and consultation with the core group and as the work plan with the NRC CPS is implemented and plans with other NRCs are completed. As with any strategic plan, this is a "living document". While it will guide the work, there will changes made, as needed.

The following key to abbreviations is included for easy reading of the document.

KEY to Abbreviations	
THEMES	
TRAIN	Ongoing training
SUPV	Supervision, coaching and training
SUSTAIN	Sustainability strategies
DATA	Use of data in making decisions
CQI	Use of CQI process
COURTS	Coordination with the Juvenile and Family Courts
NATIONAL RESOURCE CENTERS (NRC)	
AdoptUSKids	The collaboration to Adopt US Kids
CPS	NRC for Child Protective Services
CWDT	NRC for Child Welfare Data and Technology
FCPPP	NRC for Family Centered Practice & Permanency Planning
LEGAL	National CW Resource Center on Legal and Judicial Issues
NRCOI	National CW Resource Center for Organizational Improvement
YD	National Resource Center for Youth Development

Key Strategy: Supporting Supervisors

THEME	TA	Action	NRC	Timeframe
CQI SUPV DATA	S2.3.3 (p9) Improve supv capacity to monitor enhanced case planning process	Developing a Supervisory Case Review Instrument	NRCOI	06-05 through ????
SUPV	Facilitating a Supervisory Enhancement Work Group	Developing a Strategic Plan for enhancing supervision	NRCOI	06-05 through 01-06
TRAIN SUSTAIN		Reviewing Training for supervisors and making recommendations	NRCOI	06-05 through 01-06
SUPV SUSTAIN		Enhancing coaching and mentoring skill s of supervisors	NRCOI Other NRCa	
		Other recommendations from Work Group		

Key Strategy: Safety Across the Board

Assessing policies, practice, procedures, training related to Safety

THEME	TA	Action	NRC	Timeframe
CQI Supv	Consistent and Accurate completion of SDM Safety and Risk Assessment	Evaluate use of SDM tool through Peer Review process	CPS	07-05 through ????
TRAIN		Evaluate training needs of SDM	CPS	

Key Strategy: Improved Family Assessments

THEME	TA	Action	NRC	Timeframe
SUPV CQI	S2.3.1 (p8) WB1.17.1 (p30) WB1.18.1 (p31) Improving family assessments and family involvement in assessments and FSTMs	Improving skills of supvs and workers in engaging families, including preparing family for meetings and in assessing individuals and families	FCPPP	

Key Strategy: Expanded and enhanced Family Support Team Meetings

THEME	TA	Action	NRC	Timeframe
SUPV TRAIN	P1.6.3 (p13) Expand use of family support team meetings	Advance expertise –to support staff and support expanded use of meetings, develop tools to assist in meeting process, (develop peer to peer TA??)	CPS FCPPP	

Key Strategy: Older Youth Issues

THEME	TA	Action	NRC	Timeframe
TRAIN SUPV	P1.10.1-3 (p21) Youth issues	Increase awareness of youth issues,	YD	
SUSTAIN DATA		Increase services to youth	YD	

Key Strategy: Reinforcing Concurrent Planning

THEME	TA	Action	NRC	Timeframe
SUPV SUSTAIN	P1.7.3 (p 16) Strengthen policy & practice re: concurrent planning	Policy review and revisions, where needed	FCPPP Legal	
CQI SUPV		Monitor practice		
COURTS		Developing and implement training for staff and judges	Legal FCPPP	

Key Strategy: Visitation

THEME	TA	Action	NRC	Timeframe
SUPV CQI DATA	P2.13.1 (p25) Increase frequency & quality of parent/child & sibling visits	Address visitation across the board, including worker visits, number, quality, type, purpose	FCPPP	

Key Strategy: Recruitment and Retention of Resource Families (including Relative Homes)

THEME	TA	Action	NRC	Timeframe
DATA CQI	S1.2.6 (p7) Develop performance-based contract for FP	Assistance in developing (and implementing ?) competencies for foster parents	AdoptUSKids &FCPPPP	
DATA CQI SUSTAIN	P1.6.5 (p14) P2. 12.2 (p24) Increase number of resource families	Development and implementation and monitoring of comprehensive recruitment plan, including homes for older youth, siblings, etc in order to have appropriate placements, and increase placement stability— (values clarification re: youth, siblings)	AdoptUSKids FCPPPP & YD	



MISSOURI WORKPLAN

DATE: July 13, 2005

TASK	PERSONS RESPONSIBLE	ON-SITE DAYS AND DATES	OFF-SITE DAYS AND DATES
<i>IDENTIFY EACH TASK IN ORDER</i>	<i>NAME PERSONS RESPONSIBLE FROM NRCCPS AND STATE OR TRIBE</i>	<i>SPECIFY THE DATES AND THE NUMBER OF DAYS</i>	<i>SPECIFY THE DATES AND THE NUMBER OF DAYS</i>
<i>Provide all policy, procedure, protocols, decisions trees, definitions, forms and instructions and training curricula related to safety and risk assessment and practice at all key decision points</i>	<i>Missouri staff</i>		
<i>Review Supervisory Review document being completed with NRCOI with an eye to safety considerations and issues and provide feedback</i>	<i>Emily Hutchinson, NRCCPS</i>		<i>1 day</i>
<i>Conduct review of safety and risk policy/procedure, etc that guide</i>	<i>Emily Hutchinson, NRCCPS</i>		<i>5 days</i>

<i>current practice in Missouri and provide written preliminary report</i>			
<i>Review report and provide feedback</i>	<i>Missouri staff</i>	<i>On or off site?</i>	
<i>Draft written plan for further evaluation of Missouri's current safety intervention system with the goal of identifying areas for enhancing systems safety focus and safety practice.</i>	<i>Emily Hutchinson, NRCCPS</i>		<i>2 days</i>
<i>Review and adjust plan for continuation of safety analysis</i>	<i>Missouri staff</i> <i>Emily Hutchinson, NRCCPS</i>	<i>1 day</i>	



Missouri Logic Model

Purpose:

To conduct an evaluation and analysis of current safety practice and decision making.
(PIP Goal 1)

